

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007 Last Review Effective Date: 02/13/2008
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.4

SUBTITLE: Monitoring Durable Medical Equipment (DME)

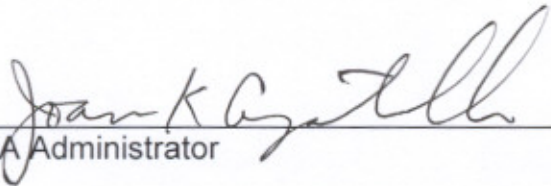

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to monitor retrospectively the Children's Rehabilitative Services (CRS) Contractors' utilization of durable medical equipment (DME) to detect and correct potential under- and over-utilization and assure clinically appropriate, safe, and cost effective DME services for children with special health care needs.

PROCEDURE:

- 1) CRSA Medical Management (MM)/Utilization Management (UM) staff review reports from the CRS database for utilization of DME including, but not limited, to orthotics, prosthetics, and wheelchairs with regards to:
 - a) Patterns of utilization;
 - b) Cost; and
 - c) Site.
- 2) A DME Family Satisfaction Survey is conducted annually. Areas addressed include:
 - a) Satisfaction with equipment;
 - b) Family inclusion in decision-making;
 - c) Instruction in care of the prescribed item (verbal and written);
 - d) Follow-up care of the item by the vendor or site staff;
 - e) Reliability of the medical item;
 - f) Timeliness of services; and
 - g) Adequacy of services.
- 3) Quarterly reports and the survey findings are presented to the CRSA Pharmacy and Therapeutic Subcommittee for review and interventions as indicated.
- 4) On-site DME reviews are conducted for contract compliance. The review includes medical records and review of the Provider Services Requisition (PSR) form and prior authorization process for DME.
- 5) Any deficiencies identified during CRS Contractor site visit are referred to the CRSA MM/UM Committee for recommendations.

- 6) Grievances, appeals, and claims disputes are reviewed for DME concerns by CRSA Consumer Rights Division staff.

Approved:	Date:
 _____ CRSA Administrator	<u>2/18/08</u>
 _____ CRSA Medical Director	<u>2/18/08</u>